



RECEIPT

FILE COPY

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Application of:
Mark J. Holden et al

Serial No.: 09/735,427

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Group Art Unit: 2152

Filed: December 12, 2000

8

Examiner: Marcus Kirk

For: SYSTEM AND METHOD FOR
DYNAMIC QUEING IN AN
AUTOMATIC CALL DISTRIBUTOR

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REQUEST TO CORRECT FILING RECEIPT

Commissioner for Patents
Washington, D.C. 20231
Attention: Initial Patent Examination
Customer Service Center

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JUL 06 2001
Technology Center 2100

Dear Sir:

Attached is a copy of the official filing receipt received from the U.S. Patent and Trademark Office in the above-identified patent application in which issuance of a corrected filing receipt is respectfully requested.

There is an error in the Continuing Data as Claimed by Applicant. It should read "THIS APPLN CLAIMS BENEFIT OF 60/174,199 12/31/1999." Attached is a copy of the transmittal for the above-identified application as originally filed, including the correct filing date of the provisional application upon which benefit is being claimed.

The correction is not due to any error by applicant and therefore no fee is due.

Respectfully submitted,

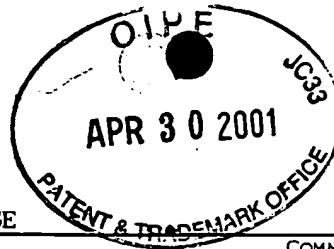
Michael J. Balconi-Lamica
Michael J. Balconi-Lamica
Registration No. 34,291

Date: 7/21/20
HAYNES AND BOONE, L.L.P.
901 Main Street, Suite 3100
Dallas, Texas 75702-3789
Telephone: 214/651-5634
File: 22171.177.02
a-0112553.01

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Commissioner for Patents, Washington, D.C. 20231
on 4/26/01
Dolly Milleson



UNITED STATES PATENT AND TRADEMARK OFFICE



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UNITED STATES PATENT AND TRADEMARK OFFICE
WASHINGTON, D.C. 20231
www.uspto.gov

APPLICATION NUMBER	FILING DATE	GRP ART UNIT	FIL FEE REC'D	ATTY.DOCKET.NO	DRAWINGS	TOT CLAIMS	IND CLAIMS
09/735,427	12/12/2000	2152	1130	11433RRUS01U/22171.177	3	30	6

22171.177.02

CONFIRMATION NO. 5622

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FEB 12 2001

HAYNES & BOONE

FILING RECEIPT



OC000000005737266

Date Mailed: 02/06/2001

Receipt is acknowledged of this nonprovisional Patent Application. It will be considered in its order and you will be notified as to the results of the examination. Be sure to provide the U.S. APPLICATION NUMBER, FILING DATE, NAME OF APPLICANT, and TITLE OF INVENTION when inquiring about this application. Fees transmitted by check or draft are subject to collection. Please verify the accuracy of the data presented on this receipt. If an error is noted on this Filing Receipt, please write to the Office of Initial Patent Examination's Customer Service Center. Please provide a copy of this Filing Receipt with the changes noted thereon. If you received a "Notice to File Missing Parts" for this application, please submit any corrections to this Filing Receipt with your reply to the Notice. When the PTO processes the reply to the Notice, the PTO will generate another Filing Receipt incorporating the requested corrections (if appropriate).

Applicant(s)

Mark J. Holden, Allen, TX;
Scott L. Orton, Allen, TX;

Continuing Data as Claimed by Applicant

THIS APPLN CLAIMS BENEFIT OF 60/174,199 01/03/2000.*

(*) Data inconsistent with PTO records.

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Foreign Applications

If Required, Foreign Filing License Granted 02/05/2001

Projected Publication Date: Request for Non-Publication Acknowledged

Non-Publication Request: Yes

Early Publication Request: No

CODE	DATE	ACTION
ASA	6.12.01	AWAITING RECORDS ASSIGNMENT
AOA	12.12.02	AWAITING OFFICE ACTION

Title

System and method for dynamic queuing in an automatic call distributor

MB 2/15/01

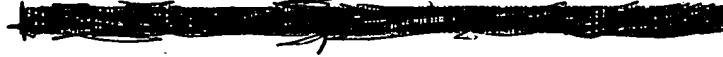
Preliminary Class

709

Data entry by : MILANI, JALEH

Team : OIPE

Date: 02/06/2001





**LICENSE FOR FOREIGN FILING UNDER
Title 35, United States Code, Section 184
Title 37, Code of Federal Regulations, 5.11 & 5.15**

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No license under 35 U.S.C. 184 has been granted at this time, if the phrase "IF REQUIRED, FOREIGN FILING LICENSE GRANTED" DOES NOT appear on this form. Applicant may still petition for a license under 37 CFR 5.12, if a license is desired before the expiration of 6 months from the filing date of the application. If 6 months has lapsed from the filing date of this application and the licensee has not received any indication of a secrecy order under 35 U.S.C. 181, the licensee may foreign file the application pursuant to 37 CFR 5.15 (b).

PLEASE NOTE the following information about the Filing Receipt:

- The articles such as "a," "an" and "the" are not included as the first words in the title of an application. They are considered to be unnecessary to the understanding of the title.
- The words "new," "improved," "improvements in" or "relating to" are not included as first words in the title of an application because a patent application, by nature, is a new idea or improvement.
- The title may be truncated if it consists of more than 600 characters (letters and spaces combined).
- The docket number allows a maximum of 25 characters.
- If your application was submitted under 37 CFR 1.10, your filing date should be the "date in" found on the Express Mail label. If there is a discrepancy, you should submit a request for a corrected Filing Receipt along with a copy of the Express Mail label showing the "date in."
- The title is recorded in sentence case.

Any corrections that may need to be done to your Filing Receipt should be directed to:

Assistant Commissioner for Patents
Office of Initial Patent Examination
Customer Service Center
Washington, DC 20231

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COMMISSIONER FOR PATENTS
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CONFIRMATION NO. 5622

Bib Data Sheet

SERIAL NUMBER 09/735,427	FILING DATE 12/12/2000 RULE	CLASS	GROUP ART UNIT 2153	ATTORNEY DOCKET NO. 11433RRUS01U/22171.177
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APPLICANTS

Mark J. Holden, Allen, TX;
 Scott L. Orton, Allen, TX;

**** CONTINUING DATA *******

THIS APPLN CLAIMS BENEFIT OF 60/174,199 01/03/2000 *

(*) Data inconsistent with PTO records.

**** FOREIGN APPLICATIONS *********IF REQUIRED, FOREIGN FILING LICENSE
GRANTED ** 02/05/2001**

Foreign Priority claimed	<input type="checkbox"/> yes <input type="checkbox"/> no	STATE OR COUNTRY	SHEETS DRAWING	TOTAL CLAIMS	INDEPENDENT CLAIMS
35 USC 119 (a-d) conditions met	<input type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> Met after Allowance	TX	3	30	6
Verified and Acknowledged	Examiner's Signature _____ Initials _____				

ADDRESS

David L. McCombs
 Haynes and Boone, LLP
 901 Main Street, Suite 3100
 Dallas ,TX 75202-3789

TITLE

System and method for dynamic queuing in an automatic call distributor

FILING FEE RECEIVED 1130	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:	<input type="checkbox"/> All Fees
		<input type="checkbox"/> 1.16 Fees (Filing)
		<input type="checkbox"/> 1.17 Fees (Processing Ext. of time)
		<input type="checkbox"/> 1.18 Fees (Issue)
		<input type="checkbox"/> Other _____
		<input type="checkbox"/> Credit

APR 30 2001

SC33

Please type a plus sign (+) inside this box →

+
O I P E
UTILITY
PATENT APPLICATION
TRANSMITTAL
(Only for new nonprovisional applications under 37 CFR 1.53(b))

Attorney Docket No. | 11433RRUS01U/22171.177

First Named Inventor or Application Identifier

Mark J. Holden

Express Mail Label No. | EL455942910US

APPLICATION ELEMENTS
See MPEP chapter 600 concerning utility patent application contents.ADDRESS TO:
Commissioner for Patents
Box Patent Application
Washington, DC 20231

1. Fee Transmittal Form
(Submit an original, and a duplicate for fee processing)

2. Specification [Total Pages 28]
(preferred arrangement set forth below)
 - Descriptive title of the Invention
 - Cross References to Related Applications
 - Statement Regarding Fed sponsored R & D
 - Reference to Microfiche Appendix
 - Background of the Invention
 - Brief Summary of the Invention
 - Brief Description of the Drawings (if filed)
 - Detailed Description
 - Claim(s)
 - Abstract of the Disclosure

3. Drawing(s) (35 USC 113) [Total Sheets 3]

4. Oath or Declaration [Total Pages 3]
 a. Newly executed (original or copy)
 b. Copy from a prior application (37 CFR 1.63(d)) (for continuation/divisional with Box 17 completed)
 i. DELETION OF INVENTOR(S)
 Signed statement attached deleting Inventor(s) named in the prior application, see 37 CFR 1.63(d) and 1.33 (b).

5. Incorporation By Reference (usable if Box 4b is checked)
 The entire disclosure of the prior application, from which a copy of the oath or declaration is supplied under Box 4b, is considered as being a part of the disclosure of the accompanying application and is hereby incorporated by reference therein.

6. Microfiche Computer Program (Appendix)

7. Nucleotide and/or Amino Acid Sequence Submission
(if applicable, all necessary)
 a. Computer Readable Copy
 b. Paper Copy (identical to computer copy)
 c. Statement verifying identity of above copies

ACCOMPANYING APPLICATION PARTS

8. Assignment Papers (cover sheet & document(s))

9. 37 CFR 3.73(b) Statement Power of Attorney (when there is an assignee)

10. English Translation Document (if applicable)

11. Information Disclosure Copies of IDS Statement (IDS)/PTO-1449 Citations

12. Preliminary Amendment

13. Return Receipt Postcard (MPEM 503)
(Should be specifically itemized)

14. Small Entity Statement filed in prior application
Statement(s) Status still proper and desired

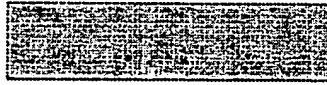
15. Certified Copy of Priority Document(s)
(if foreign Priority is claimed)

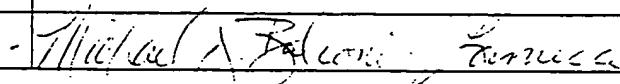
16. Other: Express Mail Certificate; and Request and Certificate Under 35 U.S.C. 122(b)(2)(B)(i).

17. If a CONTINUING APPLICATION, check appropriate box and supply the requisite information:

Continuation Divisional Continuation-in-part (CIP) of prior application No: _____, filed: _____
 prior application information: Examiner _____ Group/Art Unit _____

18. CORRESPONDENCE ADDRESS

Customer Number or Bar Code Label  or Correspondence address below

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	Haynes and Boone, LLP			
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Name (print/type)	Michael J. Balconi-Lamica		Registration No. (Attorney/Agent)	34,291
Signature			Date	12/12/00

a-107142

Page 1 of 2

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Practitioner's Docket No. 11433RRUS01U/22171.177

PATENT

**ADDED PAGES FOR APPLICATION TRANSMITTAL WHERE BENEFIT OF
PRIOR U.S. APPLICATION(S) CLAIMED**

18. Relate Back

Amend the specification by inserting, before the first line, the following sentence:

A. **35 U.S.C. § 119(e)**

This application claims the benefit of U.S. Provisional Application(s) No(s):

APPLICATION NO(S).:

06/174,199

FILING DATE

12/31/99